

Boston Pizza Finds “Soup-to-Nuts” Solution with Workday Strategic Sourcing

Boston Pizza is Canada’s largest casual sit-down restaurant chain with locations in the U.S. and Mexico. It is a platinum member of Canada’s 50 Best Managed companies. Their procurement team had explored eSourcing solutions in the past, but had never found a tool that would deliver value quickly to their team—without having tech support on speed dial.

Challenges

Boston Pizza had not found a single sourcing solution that seemed easy to implement for employees across a wide variety of skills and departments. While some tools had some of the functionality they were looking for, none seemed user-friendly enough to deliver true value to their team. As a result, Boston Pizza did not have a standardized process for running buying events outside of email and Excel and lacked a tool that could facilitate a dialogue between buyers and suppliers.

Why Workday Strategic Sourcing

Workday Strategic Sourcing’s intuitive solution gave Boston Pizza a formal process for running a wide range of sourcing events, with minimal training time. Boston Pizza now has 100% adoption across their buying team and is running more events than ever within the tool, sourcing everything from construction services to attendees for a multi-million dollar conference.

Boston Pizza selected Workday as its strategic sourcing platform because of its:

- Painless implementation that requires no additional bandwidth from IT to get up and running.
- Intuitive interface and flexible functionality that promotes adoption across users of all skill sets, while providing sourcing professionals the tools they need to be successful.
- One-page event setup enables team members to draft and launch complex RFPs in minutes.



Overview

- Serving 40M+ customers in over 390 restaurants across Canada
- Platinum member of Canada’s Best Managed Companies
- Founded in 1964

Workday Applications

- Workday Strategic Sourcing

Results

Traceability for Shorter Event Turnaround

Workday Strategic Sourcing helped Boston Pizza establish an efficient sourcing process for consistency and traceability across all of its buying events. Its streamlined communication tools allowed Boston Pizza to organize responses from over 72 suppliers in its buying events automatically. Workday Strategic Sourcing's streamlined process reduces the manual steps required for each event, allowing Boston Pizza to run more events with shorter timelines. Now, Boston Pizza has savings visibility for everything they source, from a \$500,000 RFP for garbage bags, which closed in two weeks, to a RFI pre-qualifying organizers of a \$3 million conference. Increased traceability makes it easier to visualize ROI for their sourcing efforts.

Boston Pizza now leverages a sourcing solution that encourages company-wide adoption, including:

- Agile workflows that allow sourcing to move seamlessly from managing RFIs, to RFPs, to basic supplier quotes.
- Centrally-managed supplier communication that automatically alerts sourcing professionals and specified subject-matter experts of pending supplier questions.
- Hard savings visibility with dashboards that can be easily exported into presentations for clearer reporting on sourcing's impact.

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We are using Scout¹ for everything, from commodities to more strategic sourcing projects. It's a 'Soup to Nuts' solution that gives us greater flexibility in our process.

Senior Director
Supply Chain & Purchasing
Boston Pizza

¹Workday Strategic Sourcing was formerly known as Scout RFP. Scout RFP was acquired by Workday in December 2019.